

YOUR VIEWS COUNT

- We continuously strive to improve our standards. To do this, we need to know what kind of service you want;
- We promise to consider your views when setting our service standards;
- Inform us if you are not satisfied and are unhappy with our service delivery; and
- Give us your comments so that we can improve our service.

WHAT WE ASK OF YOU

The quality of service we can provide to you depends on various issues including input and co-operation we receive. We therefore request you to:

- Be honest, polite and patient;
- Be timely in providing required and accurate information to the subdivision;
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect.

When you communicate with us, please provide the following information:

- Your full name
- Postal address and telephone and / or fax number
- Provide a clear description of your particular concern/s or need/s
- Keep a record of the issue at stake and the person in our subdivision whom you dealt with as well as the date and the time of the communication to improve our services

FEEDBACK, COMMENTS AND COMPLAINT

If you have any comment, suggestion or a request about the activities or services of the division you should contact:

The Deputy Director Administration
Khomas Regional Council
Private Bag 13306
Windhoek
Namibia

Phone: +264 61 2924306

Fax: +264 61 220317

E-mail: hkatjivena@khomasrc.gov.na

- If you are not satisfied with the response from the division you may take the matter up with the Chief Regional Officer
- Should you still not be satisfied you may approach the Office of the Prime Minister: Public Service Commission.
- If still not yet satisfied you may approach the Office of the Ombudsman.



Khomas Regional Council

CUSTOMER SERVICE CHARTER

**Directorate Finance and Administration
Division Administration**

Subdivision: Auxiliaries Services

The subdivision is responsible for providing administrative support services to the council



THIS CHARTER

- Outlines the service we provide (What we do)
- Defines who are our Customers
- Reflects our commitment
- Sets standard of service that you can expect from us at all times
- State what we will do if you contact us
- Your view count
- What we ask of you
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service

WHAT WE DO

- Provide and maintain fleet
- Procure goods and services;
- Maintain Offices;
- Manage contracts;
- Manage records;
- Manage assets and stock

OUR CUSTOMERS

- Council staff D
- Service Providers

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of effective and efficiency quality of service; and
- ✓ We strive to execute our duties within the following guiding **VALUES**:

Accountability:

Being responsible and answerable for every action we take.

Transparency:

Discharging our duties and responsibilities in open, fair and pro-active manner

Integrity:

Discharging our mandate with honesty, dignity and honor, in an uncompromising manner.

Professionalism:

Strict and nonpartisan adherence to our core values and responsibilities, embracing partnership with all stakeholders.

Responsiveness:

Being proactive, efficient and effective in addressing the needs and expectations of our people in relation to our mandate.

Teamwork:

Working together towards attaining our strategic objectives in a collective and collaborative manner.

OUR SERVICE PROMISE/STANDARDS

We will:

- Avail transport and issue trip authority within one (1) day;
- Collect and distribute license disc within five working days after the expiring month;
- Forward request to bank for new and replacement of lost fuel cards within a day and provide a new card within seven working days;
- Prepare and deliver an order for servicing and repairs within a week after the request was received;
- Scrutinise fuel consumption and kilometre returns monthly;
- Verify and submit invoices to procurement within a day after receipt
- Inspect vehicles before and after handover;
- Ensure that correspondence are posted, sorted and delivered on a daily basis;
- Record data on Electronic Document Record Management System (EDRMS) daily;
- Provide requested file within 2 days;
- Process purchase order within two (2) working days upon receipt of the approved Internal Requisition Form;
- Evaluate tender document within one month after the closing date;
- Distribute Procurement Committee (PC) minutes 2 days before PC meeting;
- Maintain offices hygiene daily;
- Carry out general stock taking once a year and as need arise.
- Issue and control stock on a daily basis;
- Conduct office inspection once a week.

WHEN YOU CONTACT US

If you phone us

- we will answer to your call within 3 rings;
- We will return your call within 2 days if we can't provide an answer immediately.

If you write to us

- We acknowledge receipt within 2 working days, provide you with an explanation of how we are handling your case and inform you when to expect an answer.

If you visit us

- We will attend to you within 5 Minutes if you have an appointment with us;
- We will respond to your questions while you are with us, if we cannot we will let you know why, and when you can expect an answer;
- If you need referral, we will do it on your behalf by phone or by email and copy it to you, and provide you with the name of the person to contact, address and contact details.